

Kansas

WIC Program Booklet

A Quick-Glance Guide for Vendors



Information for Vendors



Effective: August 2009



This institution is an equal opportunity provider.

Welcome to WIC

Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides a range of nutrition services in a supportive environment.

WIC achieves positive health outcomes through:

- Nutrition counseling and education
- Breastfeeding promotion and support
- Nutritious foods - at no cost to client - worth about \$75 per month
- Immunization screening and referrals
- Health and social service referrals



GRAINS

VEGETABLES

FRUITS

OIL

MILK

MEAT &
BEANS

WIC nutrition staff meet with each WIC client to:

- Assess their diet and identify nutritional needs
- Provide individual nutrition counseling
- Determine appropriate foods

APPROVED BABY FOOD/INFANT CEREAL/INFANT FORMULA/MILK/EGGS/CHEESE

APPROVED FRUITS & VEGETABLES

APPROVED JUICE/HOT CEREAL

APPROVED PEANUT BUTTER/BEANS/FISH/WHOLE GRAINS

APPROVED BREAKFAST CEREAL

Baby Food

Fruits & Vegetables - 4 oz

Single or mixed fruits and/or vegetables without added sugar, starch, salt, DHA/ARA, meat, rice, pasta or noodles

Meats - 2 1/2 oz

Single meats with broth and/or gravy without added sugar, salt, DHA/ARA, rice, pasta or noodles

Recommended brands that have products to meet the above criteria include:
Beechnut, Gerber, Nature's Goodness

Cannot buy: desserts, dinners, cobblers or delights

Infant Cereal

8 oz box or larger

Least expensive brand

Your choice of:

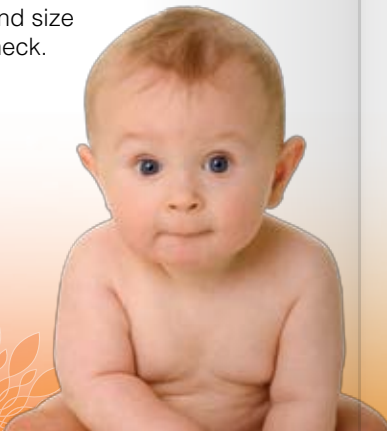
- Barley
- Mixed
- Oatmeal
- Rice
- Whole Wheat

Cannot buy: cereal with added fruit, formula or DHA/ARA

Infant Formula

The brand, type and size as listed on the check.

Cannot buy:
any other brand,
type or size



Milk

Type and container size as listed on the check

Least expensive brand

- Skim, 1/2%, 1%, 2%
- Whole milk
- Fat free, Lowfat or Reduced fat Lactose Free
- Whole Lactose Free
- Fat free or Lowfat Evaporated
- Whole Evaporated
- Nonfat Dry

Cannot buy: buttermilk, flavored milk, raw unpasteurized milk, non-dairy milk substitutes, soy milk or rice milk

Eggs

One Dozen

Least expensive brand

Your choice of:

Grade AA or A large

Cheese

15.1 oz package or larger

Least expensive brand: Clients may buy 2% milk reduced fat or part skim cheeses. Your choice of:

- Pasteurized Processed American (sliced)
- Cheddar (block)
- Cojack (block)
- Colby (block)
- Monterey Jack (block)
- Mozzarella (block)
- Swiss (block)

Cannot buy: imported cheese, cheese food, product or spread, shredded cheese, cheese with added flavors or individually wrapped slices

APPROVED BABY FOOD/INFANT CEREAL/INFANT FORMULA/MILK/EGGS/CHEESE

APPROVED FRUITS & VEGETABLES

APPROVED JUICE/HOT CEREAL

APPROVED PEANUT BUTTER/BEANS/FISH/WHOLE GRAINS

APPROVED BREAKFAST CEREAL

Fruits & Vegetables

Fresh Fruits & Vegetables

- Any variety of fresh, bulk fruits and vegetables, including sweet potatoes and yams
- Bagged salad mixes
- Bagged vegetables
- Cut fruit or vegetables

Cannot buy: russet, white, red, yellow, blue or purple potatoes; items from the salad bar, party trays, fruit baskets, decorative fruits or vegetables, nuts, herbs or spices

Canned Fruits & Vegetables

- Any variety of canned fruits and vegetables, regular or low sodium, without added syrup, sweetener, flavoring, fat, oil, sauce, meat, pasta, rice or noodles

Cannot buy: russet, white, red, yellow, blue or purple potatoes; sauerkraut, baked beans, pork and beans, black beans, kidney beans, navy beans, lima beans, split peas, lentils, other mature legumes, soups, ketchup, relishes, condiments, pickled vegetables and olives



Frozen Fruits & Vegetables

- Any variety of frozen fruits and vegetables, without added syrup, sweetener, flavoring, fat, oil, sauce, meat, pasta, rice or noodles

Cannot buy: russet, white, red, yellow, blue or purple potatoes; or any mixes containing these type of potatoes; products with any ingredients other than fruit or vegetables

Fruit and Vegetable Purchases

- Must be separated from items listed on other WIC checks.
- Any combination of fresh, frozen or canned fruits and vegetables.
- The WIC FVC shows the dollar amount of fruits and/or vegetables the WIC customer can purchase, not the number of items. For example: \$8.00 Fruits and Vegetables.

APPROVED FRUITS & VEGETABLES

APPROVED JUICE/HOT CEREAL

APPROVED PEANUT BUTTER/BEANS/FISH/WHOLE GRAINS

APPROVED BREAKFAST CEREAL

Juice 100% Juice only



64 oz Container

Apple:

- Best Choice
- Market Pantry
- Seneca
- IGA
- Musselman's
- Shurfine
- Tree Top
- Tipton Grove
- Kroger
- Our Family
- Old Orchard 100% Juice
- Juicy Juice (any flavor)

Grape:

- Bay Mist
- Best Choice
- IGA
- Kroger
- Market Pantry
- Our Family
- Shurfine
- Old Orchard 100% Juice
- Welch's 100% Grape

Juice Blends:

- Kroger Blueberry, Pomegranate, White Grape Peach
- Best Choice 100% Juice
- Juicy Juice (any flavor)
- Old Orchard 100% Juice

Orange:

- Any brand

11-12 oz Shelf Stable Concentrate

Apple:

- Juicy Juice
- Welch's (any flavor with a yellow band)

Grape:

- Welch's (any flavor with a yellow band)

Juice Blends:

- Juicy Juice (any flavor)
- Welch's (any flavor with a yellow band)

Orange:

- Any brand

11-12 oz Frozen Concentrate

Apple:

- Best Choice
- Great Value
- Hy-Vee
- Kroger
- Seneca
- Tree Top
- Market Pantry
- Old Orchard
- Our Family
- Shurfine

Grape:

- Best Choice
- Welch's
- Great Value
- Kroger
- Old Orchard
- Seneca

Juice Blends:

- Old Orchard (any flavor with a green band)
- Welch's (any flavor with a yellow band)

Orange:

- Any brand

Cannot buy: Any other size, container, type, flavor, or brand, freshly squeezed, infant juice, punches, ades or fruit drinks, juice cocktail or lite juice

Hot Cereal

9 oz package or larger



- Creamy Wheat Enriched Farina



- Whole Grain Cream of Wheat
- Cream of Wheat 1 Minute
- Cream of Wheat 10 Minutes
- Cream of Wheat 2 1/2 Minutes



- Creamy Wheat



- Chocolate Hot Wheat Cereal
- All Natural Creamy Hot Wheat Cereal
- Original Hot Wheat Cereal



- Instant Grits Original Flavor

Cannot buy: any cereal or brand not listed, organic cereal

Peanut Butter

18 oz Jar

- Smooth/Creamy or Crunchy

Cannot buy: peanut butter spreads, peanut butter with added flavors or fortified peanut butter

Dried Beans/Peas

Up to 1 lb bag

Least expensive brand

Your choice of:

Dried beans, peas, or lentils

Cannot buy: soup mixes

Canned Beans

14 - 16 oz can

Any Brand

- Black
- Kidney
- Navy
- Pinto
- Fat-Free Refried Beans

Cannot buy: green beans, baked beans, flavored beans, pork and beans or beans/chili, beans containing added sugars, fats, meats or oils

Fish

2.5 - 15 oz container

Light Tuna, chunk

- Any brand, packed in water or oil

Pink Salmon

- Any brand, packed in water or oil

Cannot buy: albacore tuna, tuna spreads, or any other type of salmon, or lunch packs

Whole Grains

Whole Wheat Bread/Rolls/Buns

12 - 24 oz packages

Product labels for breads/rolls/buns must include the words whole wheat or entire wheat. Whole wheat flour must be the first ingredient listed.

Recommended brands that have 100% Whole Wheat products to meet the above criteria include:



Tortillas

6 - 17.5 oz containers

Whole Wheat Tortillas:

- Best Choice
- Food Club
- La Banderita
- Carlita
- Hy-Vee
- Manny's
- Don Pancho
- Kroger
- Shurfresh

Soft Corn Tortillas:

- Don Pancho
- La Burrita
- La Banderita

Cannot buy: any other brand

Brown Rice

8 - 24 oz containers

Any brand, may be instant, quick or regular cooking

Cannot buy: products with added sugar, salt, flavoring, fat or oil

Oatmeal

8 - 24 oz containers

Any brand, may be instant, quick or regular cooking

Cannot buy: products with added sugar, salt, flavoring, fat or oil

Cereal

*Indicates a whole grain cereal option

9 oz package or larger

Best Choice

- Corn Flakes
- Corn Puffs
- Crisp Rice
- Enriched Bran Flakes*
- Frosted Shredded Wheat*
- Happy O's*
- Nutty Nuggets*
- Oats and More with Almonds
- Oats and More with Honey
- Rice Crisps
- Wheat Crisps*
- Wheat Flakes*



- Cheerios*
- Corn Chex
- Rice Chex
- Honey Kix*
- Kix
- MultiGrain Cheerios*
- Fiber One Frosted Shredded Wheat*
- Wheat Chex*
- Wheaties*



- Corn Flakes
- Crisp Rice
- Enriched Bran Flakes*
- Frosted Shredded Wheat*
- Healthy 4 You Corn
- Healthy 4 You Rice
- Healthy 4 You Wheat*
- Multigrain Flakes
- Nutty Nuggets*
- Toasted Oats*



- Tasteeos*
- Wheat Flakes*
- Corn Flakes
- Crispy Rice
- Nutty Nuggets*
- Honey Oats & Flakes with Almonds
- Enriched Bran Flakes*
- Bite Sized Frosted Shredded Wheat*
- Toasted Corn
- Toasted Rice
- Wheat Biscuits*



- Corn Biscuits
- Corn Flakes
- Crisp Rice
- Enriched Bran Flakes*
- Frosted Shredded Wheat*
- Nutty Nuggets*
- Rice Biscuits
- Tasteeos*



- Mighty Bites – Honey Crunch*



- Rice Krispies
- Corn Flakes
- Frosted Mini-Wheats Bite Size*
- Complete All-Bran Wheat Bran Flakes*
- Unfrosted Mini-Wheats*



- Bran Flakes*
- Corn Bitz



- Corn Flakes
- Nutty Nuggets*
- Honey Crisp Medley
- Honey Crisp Medley w/Almonds
- Frosted Shredded Wheat*
- Rice Bitz
- Toasted Oats*
- Crispy Rice
- Frosted Mini Spooners*
- Honey Oat Blenders
- Honey Oat Blenders w/Almonds



- Frosted Bite Size Shredded Wheat*
- Honey & Oat Mixers
- Toasted Oats*



- Bran Flakes*
- Corn Biscuits
- Crispy Rice

- Krunch Nutties*
- Toasted Oats*
- Crispy Rice Biscuits
- Oats and More with Honey
- Oats and More with Almonds
- Frosted Shredded Wheat*
- Wheat Biscuits*
- Corn Flakes



- Honey Bunches of Oats – Almonds
- Honey Bunches of Oats – Honey Roasted
- Banana Nut Crunch*
- Bran Flakes*
- Grape Nuts*



- Crunchy Corn Bran
- Life*
- Oatmeal Squares*



- Mornin' Gems Corn Flakes
- Nature's Crunch Enriched Bran Flakes*
- Frosted Shredded Wheat*
- Rollin' Oats Toasted Oats*



- Corn Biscuits
- Corn Flakes
- Crisp Rice

- Honey Oats & Flakes with Almonds
- Honey Oats & Flakes with Clusters
- Frosted Shredded Wheat*
- Enriched Bran Flakes*
- Nutty Nuggets*
- Rice Biscuits
- Toasted Oats*
- Wheat Squares*

Cannot buy: any cereal or brand not listed or organic cereal

How to complete a WIC Check transaction:

KDHE - WIC Program, 1000 SW Jackson, Suite 220 Topeka, KS 66612-1274 - 1-800-332-6262

Pay to the order of any Authorized Kansas WIC Vendor Only

Payable through: 64-1968 United Community Bank 611

Do not use before this date: 08/09/2009

Clinic: 10 Lyon County WIC Clinic 1-620-342-4864

Client: 1099116 John Smith

Fill in actual purchase date: (Month/Day/Year)

Do not use after this date: 09/09/2009

AUTHORIZED FOOD - NO SUBSTITUTIONS

Quantity Description

2 gallons Skim, 1/2%, 1% or 2% Milk

1 64 oz containers Juice

1 dozen Large Eggs, grade AA or A

16 ounces Cheese

36 ounces Cereal

Cashier's Initials

Actual Purchase Amt \$ 13.62

Vendor must Deposit by: 10/08/2009

Brandy Smith or Mike Smith

Sign only after price is entered

1036242193

10362421935

061119684

2506277

- 1) Check the dates in the "First Day to Use" and "Last Day to Use" boxes. Do not accept the WIC check before or after these dates.
- 2) Verify the WIC customer's selection of WIC foods matches the items listed on the WIC check. Use the WIC Program Booklet as a guide; it answers questions about what is not allowed.
- 3) Write your initials in the "cashier's initials" box. Use only black ink. Say "Yes" to coupons, specials and store discount cards, "No" to rain checks, refunds and I.O.U.s.
- 4) Ring up the WIC items. Each WIC check should be processed as a separate transaction.
- 5) Write in the actual purchase amount, using only black ink pens. If you make a mistake, mark through it with a single line and write the correct amount next to it.
- 6) Get the customer's signature in the designated box on the front of the WIC check.
 - a. If the customer has previously signed the WIC check, have them sign it again off to the left of the signature line.
- 7) Ask for a photo I.D. card and compare the customer's name on the WIC check with the name on the photo I.D. card.
- 8) Give the customer a receipt and return the photo I.D. card.
- 9) Before depositing, stamp your store's authorized 5-digit WIC Vendor Stamp in the appropriate box.

HOW TO COMPLETE A WIC CHECK TRANSACTION (CASHIER)

HOW TO COMPLETE A FVC TRANSACTION (CASHIER)

WIC CHECK PROCESSING - ACCOUNTING OFFICE

FREQUENTLY ASKED QUESTIONS

VENDOR RESPONSIBILITIES

Follow the steps below to complete a Fruit and Vegetable Check (FVC) transaction:

KDHE - WIC Program, 1000 SW Jackson, Suite 220 Topeka, KS 66612-1274 - 1-800-332-6262 **1070071579**

Pay to the order of any **Authorized Kansas WIC Vendor Only** Payable through: **United Community Bank** **64-1968 611** Do not use before this date: **07/08/2009**

Clinic: **55 Abilene WIC Clinic Dickinson Co** 1-785-263-4179 Fill in actual purchase date: (Month/Day/Year) **08/08/2009**

Client: **10701617 Stephanie Blanton** Do not use after this date: **08/08/2009**

AUTHORIZED FOOD SUBSTITUTIONS FP7.4 [11412]

Quantity Description **1 >\$10.00< fresh/frozen/canned fruits and/or vegetables** Cashier's Initials **10.00**

5 **6a** **9**

Actual Purchase Amt **6** Vendor must Deposit by: **09/06/2009**

X **6** **Stephanie Blanton**
Sign only after price is entered

2506277

- 1) Check the dates in the "First Day to Use" and "Last Day to Use" boxes. Do not accept the FVC before or after these dates.
- 2) Verify the WIC customer's selection of fruits and vegetables. Use the WIC Program Booklet as a guide; it answers questions about what is not allowed.
- 3) Write your initials in the "cashier's initials" box. Use only black ink. Say "Yes" to coupons, specials and store discount cards, "No" to rain checks, refunds and I.O.U.s.
- 4) Ring up the fruits and vegetables. Customers may use multiple FVCs towards a single purchase.
- 5) Write in the actual purchase amount, up to the face value printed on the FVC(s). Use only black-ink, ball point pens. If you make a mistake, mark through it with a single line and write the correct amount next to it.
 - If purchase amount goes over the FVC face value, the customer may pay the difference. Multiple payment types are allowed.
- 6) When splitting the purchase amount over multiple FVCs, make sure the actual purchase amount does not exceed the maximum allowed value printed on the FVC.
- If purchase amount is less than the FVC face value, do not give change.
- 6) Get the customer's signature in the designated box on the front of the FVC.
 - a If the customer has previously signed the FVC, have them sign it again off to the left of the signature line.
- 7) Ask for a Photo I.D. card and compare the customer's name on the FVC with the name on the photo I.D. card.
- 8) Give the WIC customer a receipt and return the photo I.D. card to the customer.
- 9) Before depositing, stamp your store's authorized 5-digit WIC Vendor stamp in the appropriate box.

HOW TO COMPLETE A FVC TRANSACTION (CASHIER)

WIC CHECK PROCESSING - ACCOUNTING OFFICE

FREQUENTLY ASKED QUESTIONS

VENDOR RESPONSIBILITIES

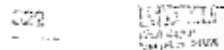
WIC Check and FVC Processing - Accounting Office

After the WIC and/or FVC transaction is complete, store personnel should complete the following steps prior to depositing the check into the bank. Please ensure that:

- The WIC check and/or FVC are reviewed with the receipt prior to depositing into the bank.
- The Actual Purchase Date and the Actual Amount Purchased is written correctly on the check.
- The WIC check and/or FVC are signed by the WIC customer using only black ink.
- Your WIC vendor number is stamped on the WIC check and/or FVC in the appropriate box. Use black ink only in the vendor stamp.

The following are examples of vendor stamps that would get rejected by the banking system:

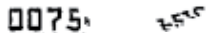
Light Stamping:



Double stamping:



Uneven pressure:



After reviewing the WIC checks and/or FVC's with the receipts and correcting any errors that you find, deposit the WIC checks and/or FVCs into your bank by the "Deposit by" date indicated on the check.

The store may correct any errors found prior to depositing the WIC check and/or FVC in the bank.

Keep all WIC check and FVC receipts at the store location for a minimum of thirty (30) days.

There may be times when WIC checks and/or FVCs are returned to the store by the bank due to errors.

The returned WIC checks and FVCs have not been paid through the banking system. Rejected WIC checks and FVCs may be sent to the State WIC office on a Request for Reimbursement form and will be considered for payment. Submitting checks on appeal does not guarantee that the appeal will be approved.

Returned WIC check and/or FVC reasons that **will be considered for reimbursement** include:

- over the allowed amount
- invalid vendor stamp

Returned WIC check and/or FVC reasons that **can be directly re-deposited at your bank** include:

- missing/illegible vendor stamp

Returned WIC check and/or FVC reasons that **will not be considered for reimbursement** include:

- altered check
- taken early
- taken late
- missing signature
- late deposit
- previously rejected

Tips and Reminders

- Containers may change but be sure the product is the same. If the check lists cans and the product is sold in plastic bottles, it is acceptable as long as the product is the same.
- Never issue a rain check to a WIC customer. If your store is out of an item, the client may choose to go to another store or not purchase the item.
- The WIC Program encourages WIC customers to use discount cards and coupons.
- Least expensive is defined as least expensive brand on the shelf at the time of purchase.
- Any one of the following items is an acceptable form of identification:
 - Driver's License
 - Picture ID

Frequently Asked Questions

Q: Can I substitute another brand if our store is out of the brand on the WIC Program Booklet?

A: No. Substitutions are never allowed. If your store is out of specific brand the client wants, the client can go to a different WIC authorized vendor.

Q: Can a person not listed on the WIC check or FVC cash the check?

A: No. Only the person who is named under the signature line may use the WIC check or FVC. The only exception is if a WIC Proxy Card is used as identification.

Q: If a check is processed at the cash register and is not signed by the WIC clients, what can the bookkeeper do?

A: This issue must be resolved prior to the check being deposited in the bank. Vendors should contact their Local Agency and ask about the local procedure on correcting this situation. If the check is deposited, there is no fix for the problem and no payment will be issued to the vendor.

Q. What if I make a mistake on a WIC check or FVC?

A. When incorrect information is entered on a WIC check or FVC, draw a single line through the incorrect information and write the correct information above and initial the change.

Please **do not** scribble over the incorrect information or use "white out" to cover up the incorrect information and then write the correct information over it.

Q. What if the client doesn't have the money to pay the difference with a FVC?

A. The dollar amount listed on the FVC is the maximum allowed towards that customer's purchase of fruits and/or vegetables. If the client doesn't have any other form of payment, then items will have to be removed from the client's order. In this situation, the total amount purchased must be equal to or lower than the amount printed on the FVC. Remember, a WIC client does not get change if they do not spend the maximum amount allowed on a FVC.

Q. What if my store is out of a WIC food item?

A. If your store is out of an authorized WIC food item, you must tell the WIC customer to come back later or go to another store. You may not issue rain checks or IOUs for out-of-stock items.

Q: Who should the vendor call when a situation arises?

A: Vendors should contact their **Local WIC Agency** for concerns regarding complaints, minimum stocking exemptions for infant formula and general program questions.

Contact **Brad Iams (785-296-0093)** at the State WIC Agency when issues arise with WIC checks or price changes in WIC approved foods.

Contact **Sandi Fry (785-296-1327)** if you have changed ownership, need WIC supplies for your store (i.e. door decals, new vendor stamp, shelf labels, etc.), training materials and policy questions.

Things to look for when scanning whole wheat bread



Step 1: Check the Label

Label says "100% Whole Wheat"

AND

Step 2: Check the Ingredient List

Whole Wheat flour is the first ingredient listed

AND

Step 3: Check Ounces in Product

Make sure you don't go over the ounces listed on your WIC check



NET WT. 16 OZ.
(1 LB) 454g

Vendor Responsibilities

It is the responsibility of the WIC vendor to follow the policies and procedures of WIC. These responsibilities include but are not limited to the following:

1. Comply with requirements specified in the Vendor Participation Contract and this Kansas WIC Vendor Manual.
2. Purchase infant formula from the Approved List of Infant Formula Wholesalers/Retailers/Manufacturers only.
3. Accept and process WIC checks or FVCs only within the confines of the store.
4. Ensure that a minimum stock of WIC foods with future expiration dates is on the shelves at all times. Certain exceptions are allowed.
5. Post the WIC approved door decal in a highly visible location on or near entrances to the store.
6. Assure that WIC clients purchase only WIC foods identified in the approved foods section of the WIC Program Booklet.
7. Give all WIC clients the same service and the same courtesies as non-WIC customers.
8. Deposit all properly redeemed WIC checks or FVCs prior to the "Vendor must Deposit by Date" printed on the face of the check.
9. At least one employee is to attend and complete all required training. That employee is then responsible to train all store employees on WIC procedures and distribute WIC materials.
10. Keep the current WIC Program Booklet at each cash register.
11. Submit timely, accurate Quarterly Price Assessments (QPA) of listed foods as required by the State Agency.
12. Cooperate with WIC officials when the store is being evaluated or monitored.
13. Do not use any incentives, "give aways", specials, or the like, for the purpose of encouraging or otherwise enticing WIC clients to redeem their WIC checks at the store.
14. Notify the Local WIC Agency or the State Agency in writing at least fifteen (15) days in advance of when the store ceases operation, changes ownership, name, or location. In these instances, except for a name change and/or close proximity location change, the State Agency shall terminate the vendor contract.
15. Compliance with the vendor selection criteria must be maintained throughout the contract period, including any changes to the criteria.



Kansas Department of Health and Environment
Bureau of Family Health
Nutrition and WIC Services
1000 SW Jackson, Suite 220
Topeka, KS 66612

